



Welcome to the second issue of the EQUASS Newsflash for the 2013! This publication is an initiative of the European Quality in Social Services to provide you with regular updates about the most recent developments and achievements of the EQUASS System. The EQUASS Newsflash is published four times a year. Next issues will be published in September and December.

Upcoming events

25-26 September 2013
 EQUASS Core Group
 EQUASS LLH Summit

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New EQUASS Assurance Certified Organisations

The following organisations have been certified since the last Newsflash:

KNARVIK INDUSTRI OG MILJØ AS, Hasvo AS, OZARA storitveno in invalidsko podjetje d.o.o., Haugaland idrettsbarnehage og Skåre barnehage, Nordtro AS, Stiftelsen KIM-senteret, ALADI – Associação Lavrense de Apoio ao Diminuído Intelectual, CIRE – Centro de Integração e Reabilitação de Tomar, Løxa Utvikling, Signo Rycon AS, Luster Arbeidssenter AS, Lyngsalpan Vekst AS, Associação Portuguesa de Pais e Amigos do Cidadão Deficiente Mental de Castelo Branco, Santa Casa da Misericórdia de Vila do Conde – Centro de Apoio e Reabilitação para Pessoas com Deficiência, Associação 2000 de Apoio ao Desenvolvimento – A2000, Keila Sotsiaalkeskus, MariNor AS, Oslo Produksjon & Tjenester AS, Antoniushaus Hochheim gGmbH, Santa Casa da Misericórdia de Montemor-o-Velho, CERCI Flor da Vida Vågar Produkter AS, Itas amb as, Velle Utvikling AS, Tana Arbeidsservice AS, Jobblntro as, Cercigrândola, C.R.L Cooperativa para a Educação e Reabilitação de Cidadãos Inadaptados, Positive Care Ireland, Meløy Arbeidstreningssenter AS, Norservice, Sandnes Pro-Service as, DI gruppen AS, Amento as, Cercidiana, Cooperativa para a Educação, Reabilitação e Inserção de Cidadãos Inadaptados de Évora – CRL, Obra Social e Cultural Sílvia Cardoso, C.R.I.F.Z. – CENTRO DE RECUPERAÇÃO INFANTIL DE FERREIRA DO ZÉZERE, Arcial – Associação para recuperação de Crianças Inadaptadas de Oliveira do Hospital, CERCIMARANTE C.R.L., AS Nipro Nord-Odal, Krokane Nærtenester AS, Centro de Apoio a Deficientes de Santo Estevão, INŠTITUT INTEGRA, Inštitut za razvoj loveških virov, Association of Cerebral Palsy of Odemira, Brenselsutsalget AS, KanJa Nome AS, ŠENTPRIMA – Zavod za svetovanje, uposabljanje in rehabilitacijo invalidov, ŠENTPRIMA- Institute for counselling, training and rehabilitation of people with disabilities, Indre Sogn ASVO as, Grue Service AS, Einekavane A/S, NOPRO AS, Øvre Romerike Industriservice AS, CERCIPORTALEGRE CRL, Innherred Produkter AS, Brisk Kompetansesenter as, Providor AS, CERCILEI-Cooperativa de Ensino e Reabilitação de Cidadãos Inadaptados de Leiria, C. R. L., ISJD – Casa de Saúde S. José, ACAPO – Delegação de Coimbra, Criança Diferente / Associação de Amigos, LEQUE – Associação de Pais e Amigos de Pessoas com Necessidades Especiais, Delegação do Porto da ACAPO – Associação dos Cegos e Amblíopes de Portugal, Associação dos Cegos e Amblíopes de Portugal – Delegação de Viana do Castelo, Brisk Barnehage, Fønix AS, MONTAR AS, OS ASVO AS, iFokus AS, iVekst AS, CERCIPOM, Existir – Associação para a Intervenção e Reabilitação de Populações Deficientes e Desfavorecidas, ASSOCIAÇÃO PORTUGUESA DE PAIS E AMIGOS DO CIDADÃO DEFICIENTE MENTAL-LISBOA, Associação de Apoio ao Deficiente – Nuno Silveira – ANS, CERCIMIRA – Cooperativa para a Educação e Reabilitação de Cidadãos Inadaptados de Mira-CRL, Associação Portuguesa de Paralisia Cerebral de Leiria (APPC-Leiria), Santa Casa da Misericórdia de Guimarães, Lar Residencial e Centro de Atividades Ocupacionais – ALECRIM, APPACDM de Aveiro – Associação Portuguesa de Pais e Amigos do Cidadão Deficiente Mental de Aveiro, Associação dos Cegos e Amblíopes de Portugal (ACAPO) – Delegação de Viseu, Lisand Industrier AS, A2G barnehage, Signo Dokken, AS Varbas, NAMAS Vekst AS, Niñor AS, Nordreisa ASVO as, ISJD – Hospital S. João de Deus, EMAÚS – Associação de Apoio ao Deficiente Mental, APECDA-Braga, Centro de Bem Estar Social de Arronches, União das Misericórdias Portuguesas – Centro João Paulo II, Associação 29 de Abril, Centro Social e Cultural de São Pedro de Bairro, Comunidade Vida e Paz, Flyndra as, Sandbukt AS, Selbu-Trykk AS, Torbjørnsbu Verksted AS, Associação Portuguesa de Pais e Amigos do Cidadão Deficiente Mental de Elvas, Os Malmequeres, Associação Portuguesa para as Perturbações do Desenvolvimento e Autismo-Coimbra, SNARTEMO QUALITY PRODUCTS AS, Rana Produkter AS, Kongsvegen Barnehage, Asker Produkt AS, STAS AS, RehabCare, MjøsAnker AS, Uni-K AS, ASVO KVINESDAL AS, Eskoleia AS, Tysnes Industri AS, Siauliai Labour Market Training Centre, Fredrikstad atfføringssenter, ASVO Måløy AS, Biva AS, Balder Tekstil AS, Associação Portuguesa de Pais e Amigos, do Cidadão Deficiente Mental de Vila Real – Sabrosa ULSHAV, Barduprodukt AS, Spekter Pluss AS, Valdres Arbeidssenter as, Santa Casa da Misericórdia de Alvaizere, Centro de Educação Especial do Concelho de Rio Maior “O Ninho”, APPACDM de Évora – Associação Portuguesa de Pais e Amigos do Cidadão Deficiente Mental, ASTA – Associação Sócio Terapêutica de Almeida.

EQUASS Awarding Ceremony

The 2012 EQUASS Awarding Ceremony was held in the framework of the EPR Annual Conference, organised in Dublin, Ireland, on 11 June 2013. The Awarding Ceremony took place during the celebration of the 10th anniversary of EQUASS showing some important figures. Since 2003, EQUASS was awarded in 13 countries with 450 organisations certified, 86.000 users served and 6 Local Licence Holders appointed.

Among all the organisations certified since the last Awarding event (October 2011), 3 came to receive their EQUASS Assurance certificate, and 3 were present to receive their EQUASS Excellence certificate. Thorsten Afflerbach, Head of Social Cohesion and Integration Division, Council of Europe and member of the Awarding Committee, Kathleen Lynch TD, Minister of State for Disability, Older People, Equality and Mental Health and Angela Kerins, President of EPR took the floor to award the organisations.

The following organisations received **EQUASS Assurance**:

- ◆ *RehabCare (Ireland)*
- ◆ *Positive Care (Ireland)*
- ◆ *GREP (Norway)*



The following organisations received **EQUASS Excellence**:

- ◆ *Centro de Reabilitação Profissional de Gaia (Portugal)*
- ◆ *Josefsheim Bigge (Germany)*
- ◆ *APPC Associação do Porto de Paralisia Cerebral (Portugal)*



We invite you to consult the EQUASS Awarding Ceremony Photo Gallery at <https://plus.google.com/photos/111012721982440180992/albums/5891552106980360657>.

All photos are downloadable.

EQUASS certification: Accountability for measured outcomes Workshop of EPR Annual Conference, Dublin on 10 June 2013

The EQUASS outcome measurement workshop took place during the EPR Annual Conference in Dublin on 10 June 2013. The workshop showed in a practical way how the EQUASS system can be used in daily practice for outcome measurement and that the EQUASS certification will contribute to the accountability of social services.

During the workshop the participants experienced the challenge of identifying and defining relevant and valid Key Performance Indicators for measuring outcomes and to be used in the EQUASS certification scheme. Participants also experienced the variation of outcome measurement information in different sectors and different contexts/countries. Participants learnt how the outcome measurement information can be applied

in bench learning and bench marking exercises.

Guus van Beek, EQUASS key Expert, in collaboration with Geir Moen, EQUASS Consultant and Auditor, led the workshop.

The overall quality of the workshop was evaluated as 4,4 out of 5 by the participants, with 1 meaning "very poor" and 5 meaning "excellent".



EQUASS Assurance Auditor Training Brussels, Belgium on 13-14-15 May 2013

On 13, 14 and 15 May 2013, the EPR offices in Brussels hosted a training for EQUASS Assurance auditors. Auditors from Norway, Finland, Lithuania and Portugal were taught the fundamentals of the EQUASS system.

They practised their skills in a case study, and learned the requirements for verifying performance and reporting of results. Existing auditors were calibrated in their knowledge of the auditing procedures and techniques.

The training session also included a session on the rights of people with disabilities as per the UN Convention, presented by the vice President of the European Disability Form.

Training on the specifics of the social services for vulnerable groups was a requirement established by the EQUASS Awarding Committee in 2012 in order to ensure that auditors from a different sector have an understanding of the organisations that they are evaluating.

EQUASS Core Group Brussels, Belgium on 15-16 April 2013

The EQUASS Core Group met in Brussels, Belgium on 15 and 16 April 2013. The composition of this advisory body of quality experts, originating from EPR members, owners of the EQUASS system, has been reshaped in 2013 and now includes:

- ♦ a representative from GREP (Kompetanseutvikling Grenland AS) in Norway, Ester Thunes
- ♦ a representative from Josefsheim Bigge in Germany, Hubert Vornholt
- ♦ still a representative from Rehab Care in Ireland, Michael Crowley

The agenda was focused on brainstorming new consultancy and training products, and improving the quality of existing external consultants trained by EQUASS. The participants also discussed the expansion plans of EQUASS and the upcoming marketing study to determine where promotion efforts will be concentrated in the years to come. The meeting fostered recommendations to be submitted to, and taken up by the EQUASS Awarding Committee and the EQUASS Management Committee.



Upcoming events

On **25 and 26 September 2013** the EQUASS Local License Holders and the EQUASS Core Group will hold their meeting in Brussels, Belgium. More information on the EQUASS website www.equass.be

EQUASS is an initiative of the European Platform for Rehabilitation (EPR). EQUASS provides a range of comprehensive services in the area of approval and certification of quality, all of which comply with European requirements for quality in the provision of social services.

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